



E-Learning Steering Group

***DRAFT Minutes of the Twenty-fifth meeting held on 6th February 2020 at 11:00,
Queens: W206***

Present: Heidrun Bien (HB), Alysa Bramble (AB), Evan Dickerson (ED)
(Chair), Annika Ramos (AR), Chris Sparks (CS)
Shelley Reeder (SR) (Secretary)

In Attendance: Henri Huijberts (HH), Leigh Rooney (LR), Ed Webb (EW)

Apologies: Martin Beeson (MB), Jason Bunning (JB), Elizabeth Gillow (EG),
Jon Hays (JH), Agnieszka Jankowska (AJ)

Part 1: Preliminary Items

Welcome new and thank outgoing members

- 2019.45 Stella Ekebuisi (SE) was thanked for her role as the Chair of the group.
- 2019.46 ED will be covering SE's maternity cover for the next 12 months. ED will be Chairing the E-Learning Steering Group until January 2021.

To CONFIRM the minutes and DISCUSS matters arising from the previous meeting (ESG_2501)

- 2019.47 The minutes of the previous meeting were CONFIRMED.
It was NOTED that:
- 2019.48 Rollover will continue to take place after the summer upgrade and the release of the archive. It is hopeful that rollover will be completed earlier this year. Discussions regarding rollover are continuously taking place with IT Services [action 24-02].
- 2019.49 JH and HH will be revisiting the remit of the S&E Learning Technology Operations Group. The group currently has a dual remit of both a user group and an operations group [action 24-04].

2019.50 ED has an upcoming meeting with Mark Jones (Director of QM Online) to discuss the current status of the EdX platform. ED will invite Mark to the May Steering Group to provide an update on EdX [action 24-07].

ACTION: ED to invite Mark Jones to provide an update on the EdX platform at the May Steering Group

Part 2: Faculty Updates

To RECEIVE updates from E-Learning User Groups (ESG_2502A)

2019.51 Update from PS:

- i. There was no representative present at the meeting to discuss updates.

2019.52 Update from HSS:

2019.53 The paper “HSS UG minutes – January 2020” was RECEIVED (ESG_2502A)

- i. Some changes on the organisation of the user group have been made this year:
 - a. A template has been created, which asks members of the group for positive feedback, as well as any negative feedback.
 - b. Reports are submitted in advance of the meeting, which enables common themes to be collated.
- ii. There are some internal concerns within the HSS user group regarding EdX.
- iii. Discussions with QMplus performance issues have taken place within the group. It was QUESTIONED whether the performance issues could be affected by the lack of monitoring taking place on QMplus.
 - a. It was NOTED a QMplus monitoring role in ITS has not been replaced, however, there are monitoring tests in place. Large QMplus areas would only affect the load of the direct course, and not performance of QMplus as a whole.
 - b. Performance monitoring and load testing is being taken forward as an internal action in HSS.

- 2019.54 Update from SMD:
- i. Positive feedback has been received from the user group in its current capacity and membership. The meeting was NOTED as highly beneficial, and will continue to run as the group meets SMD needs.
 - ii. It was NOTED that staff from the Maltese campus could be invited to attend the user group meetings online.
 - iii. There is an upcoming annual showcase, which will be taking place early summer.
 - iv. During the latest user group meeting, every institute was represented, which had not been the case for some time.
- 2019.55 Update from S&E:
- 2019.56 There were no further updates from S&E other than in point 2019.49.

To RECEIVE an oral update from the Students' Union

- 2019.57 Update from QMSU:
- i. There are currently three active policies regarding E-Learning:
 - a. Recording tutorial/workshop sessions within S&E:
 - i. Richard Chantler, E-Learning Unit, is keen to run a pilot on recording tutorials. Further discussions need to take place before the pilot starts.
 - b. Updating the technology of Q-Review:
 - i. It was NOTED that students would like to see more whiteboard in their Q-Review recordings. The Students' Union would like to be kept up to date with the movement of the recently finalised Q-Review Camera Tracking pilot.

ACTION: ED to update the group on the movement of the Q-Review camera tracking pilot

- c. Providing subtitling or closed captioning of Q-Review videos:
 - i. A current project is being run by Simon Jarvis, Interim Head of Student Wellbeing, which is looking at subtitling or captioning of Q-Review videos. It was NOTED that the ELU is currently gathering costs and will be putting together a business case.

ACTION: ED to update the group on the business case for captioning of Q-Review

Part 3: E-Learning Updates

To RECEIVE an update from the E-Learning Unit (ESG_2503)

2019.58 The paper “E-Learning Unit Report February 2020” was RECEIVED (ESG_2503).

2019.59 Timings are yet to be finalised, though plans are still in place to go to tender for an alternative host of QMplus.

2019.60 The Digital Exams and Assessment Project is now seeking participants for phase 3. Any expressions of interest can be directed to Shoshi Ish-Horowicz, s.ish-horowicz@qmul.ac.uk, who is leading on the project.

i. Current issues have been expressed to UNLwise (digital exam platform), and details of their development path have been shared with members of the project.

2019.61 There has been some positive improvement with Turnitin after the long-standing issues with submissions. Adam Salem, E-Learning Unit, is currently working with Turnitin to resolve the issues.

ACTION: ED to update the group on the progress with Turnitin

2019.62 A 5 year license has been secured for Blackboard Ally in conjunction with IT Services, which will work in tandem with QMplus. The aim of the tool is to help us understand where QMplus content is not fully accessible and the content to make them accessible. Manoj Singh, E-Learning Unit, is currently working on Accessibility.

2019.63 There has been a number of staff changes in the E-Learning Unit this year:

i. ED joins us from The Bloomsbury Institute, and replaces Stella Ekebuisi as the Head of E-Learning, until January 2021.

ii. Shoshi Ish-Horowicz joins us from The London School of Economics and Finance, and replaces Brett Lucas as the Senior Learning Technologist (Enhancing Practice).

iii. Annette Nembhard joins us from the School of Electronics and Material Sciences, and is Rume Begum’s maternity cover until February 2021.

iv. Rumi Begum has accepted a Senior Digital Learning Consultant post at Birkbeck University and leaves QMUL in April 2020.

a. A business case is currently being compiled to seek funding for a full-time permanent post for Rumi’s role.

To DISCUSS the E-Learning Review (ESG_2504)

- 2019.64 The paper “E-Learning Review Report (confidential)” was RECEIVED.
- 2019.65 It was NOTED that the E-Learning Review Report is currently confidential, and should not be circulated further than the Steering Group.
- 2019.66 The paper was written by Stella Ekebuisi. Follow up work and further meetings with schools will be carried out by ED.
- 2019.67 The review initially took place to look at the role of the E-Learning Unit and the resource it provides to schools/institutes. The review also looked at how the ELU could work with schools and the university going forwards.
- 2019.68 The group commented that:
- i. A few recommendations have budgetary implications which need careful consideration and agreement before being finalised.
 - ii. It was SUGGESTED that Learning Technologists in every school could be funded by the schools.
 - a. Other institutions run a different model to QMUL; embedded Learning Technologists aren’t funded by the school, instead funded by the central E-Learning team.
 - b. If embedded Learning Technologists are funded centrally, there could be a dotted reporting line from the E-Learning Unit to the embedded staff. This could have implications for the E-Learning Unit setup, remit and workload.
 - iii. Further progress will be made on the E-Learning Review and will be updated on at the May meeting.

ACTION: SR to add E-Learning Review update to the May agenda
- 2019.69 The remit of the review is still to be finalised and further discussions need to take place.

To DISCUSS how User Groups are Working

- 2019.70 Discussions on how user groups are working took place within recent user group meetings.
- 2019.71 It was NOTED that:
- i. SMD: Attendees of the user group are happy to attend and agree that their position on the group is required. The group is an exchange of best practice, which is beneficial for all members of the group. It was NOTED

that the group is trying to get academics to make use of more technology, which currently involves approaching them directly.

- ii. S&E: Discussions have taken place on the operational and strategic running of the user group. It was NOTED that the group is working on becoming more strategic.
 - iii. HSS: It was NOTED that the group is currently working well with EG and CS as the new Co-Chairs. The group is more teaching focussed and less technical. It was NOTED that if the user groups are more operational, it will duplicate work being carried out elsewhere within the faculty.
 - iv. PS: No representative present at the meeting to discuss.
- 2019.72 It was NOTED as useful to re-evaluate the user groups.
- 2019.73 It was NOTED as more useful to have a strategic link between user groups and the E-Learning Steering Group.

To RECEIVE and update on Baseline Standards (ESG_2505)

- 2019.74 The paper “HSS QMplus Baseline Audit – Report 2020” was RECEIVED.
- 2019.75 It was NOTED that an updated HSS QMplus Baseline Audit Report is available on the E-Learning website:
<https://elearning.gmul.ac.uk/articles/hss-qmplus-audit/>
- 2019.76 The paper has been submitted to the Education Quality Standards Board (EQSB), which takes place mid-February.
- 2019.77 The HSS audit was initially requested by Lucie Langley, HSS Faculty Education Manager (currently on maternity leave), for assistance with 5 schools.
- i. The audit comprised of checking 400 courses against the baseline standards checklist.
 - ii. Students conducting the audit were asked to score each module, noting whether the module meets the standards; partially meets; or does not meet the standards.
 - iii. 16% of the 400 courses did not meet the standards.
 - iv. HSS initially funded the audit, and ELU are happy to fund improvements to courses which did not meet the standards.
- 2019.78 Additionally, students looked at courses which exceeded the standards. Modules which exceeded the standards will be showcased – further work will be carried on finding the most effective way to showcase them.

2019.79 It was SUGGESTED that the baseline standards work should be shown to the new Head of QM Academy, Janet De Wilde, once in post. It was SUGGESTED that the standards should be seen by new students.

ACTION: ED to present the Baseline Standards work to the head of QM Academy

2019.80 It was NOTED that a new template has been created in SEMS which meets the baseline – the template has been used in replacement of rollover for all courses which did not met the baseline.

2019.81 The baseline standards next steps were SUGGESTED:

i. The baseline standards could be presented to Dean for Education and Advisory Groups.

ACTION: AR and AB to discuss ways to disseminate baseline standards

ii. Baseline standards could become a criteria for module evaluations.

iii. The baseline standards should be consulted before courses are proposed and created.

iv. It was NOTED that the baseline standards could go into the annual programme reviews.

2019.82 It was NOTED that discussions are taking place within the institution which could see changes to the course proposal form.

2019.83 It was NOTED that there is a Programme Approval working group, which has a focus on looking at problems surrounding programme approvals.

i. Programmes include online programmes, CPD programmes and Apprenticeships.

ii. The working group will brainstorm a new process from scratch, which will provide recommendations for Senate and SET.

iii. It was NOTED that the working group may provide solutions for baseline standards.

ACTION: AR to bring solutions to the group following outcomes at the Programme Approval working group (to assist baseline standards)

Summary of Actions:

Action	Who	Action	Status
24-01	SR	To make changes to the minutes as referenced in point 2019.07	Complete
24-02	AB	To discuss rollover flexibility with ITS	Complete

24-03	SR	To circulate the available Q-Review Analytics paper	Complete
24-04	SE	To check with JH whether the S&E faculty education manager is a member of the S&E user group	Complete
24-06	SR	To make the changes to the Terms of Reference	Complete
24-10	SR	To circulate an updated E-Learning Priorities for 2019-2020 paper	Cancelled
24-11	SR	To add how user groups are working to the February agenda	Complete
24-12	User group reps	To discuss how well their groups are working	Complete
24-07	SE	To update the group on progress with the EdX platform	Action changed: 25-01
24-05	SE	To confirm the new process for budget requests	Carry Forward
24-08	CS	To take the QMplus access issue forward with Alysa Bramble/Rose Heaney (E-Learning Unit) and ITS	Carry Forward
24-09	SE	To forward the details of the new Accessibility working group to HB	Carry Forward
25-01	ED	To invite Mark Jones to provide an update on the EdX platform at the May Steering Group	New
25-02	ED	To update the group on the movement of the Q-Review camera tracking pilot	New
25-03	ED	To update the group on the business case for captioning of Q-Review	New
25-04	ED	To update the group on the progress with Turnitin	New
25-05	SR	To add E-Learning Review update to the May agenda	New
25-06	ED	To present the Baseline Standards work to the head of QM Academy	New
25-07	AR & AB	To discuss ways to disseminate baseline standards	New
25-08	AR	To bring solutions to the group following outcomes at the Programme Approval working group (to assist baseline standards)	New

Next Meeting: 7th May 2020

Shelley Reeder
February 2020